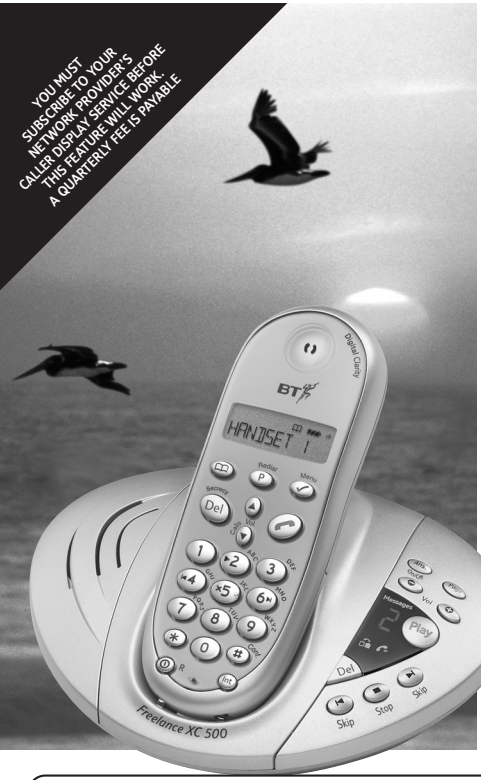


This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

BT Freelance XC 500

Digital Cordless Telephone Answering Machine

User Guide

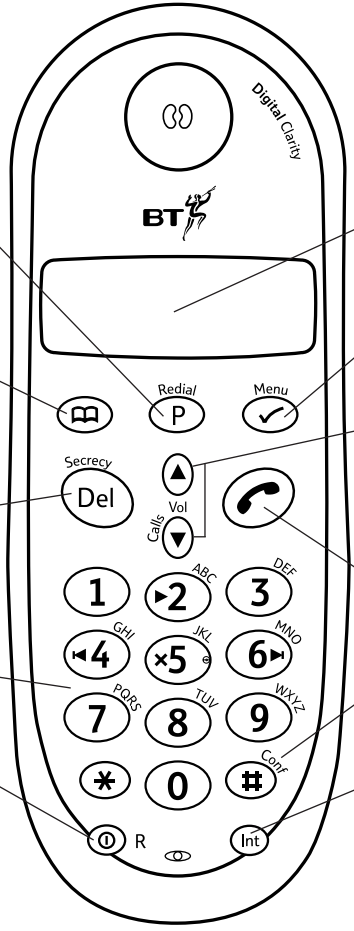
Please open this page for an 'At a glance' guide to your Freelance XC 500

Please open this page for a further 'At a glance' guide to your Freelance XC 500

Freelance XC 500 ~ 1st Edition ~ 7th March '03 ~ 5165

At a glance

Freelance XC 500 Handset



Redial/Pause button

To redial one of the 5 last numbers called.

Also used to enter a pause in a stored number.

Phonebook button

Use to access the 50 names and numbers stored in the phonebook.

Delete/Secrecy button

Use to delete digits entered incorrectly and numbers in the Calls list. Also used to mute a call so the caller cannot hear you talk to someone close by.

Keypad

Recall button

For use with a switchboard/PBX and BT Calling Features.

Also used to switch the handset on or off.

Handset display

Display shows you the name and number you have dialled and status of the handset.

Menu button

Use to access and select the options in the menu.

Volume button

Use to adjust the handset earpiece speech volume and handset and base ringer volume.

Also used to access the Calls list, and scroll through the directory, redial and calls list.

Talk button

Use to make, receive and end calls.

Conference button

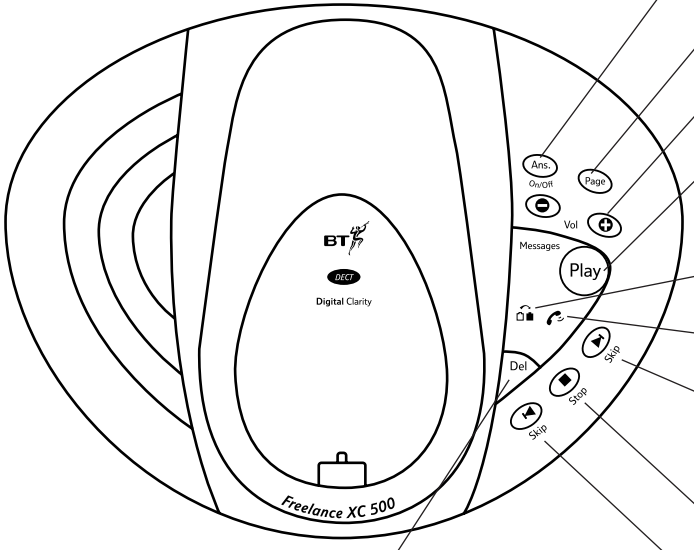
Allows you to hold a three-way conversation.

Internal button

To make internal calls between handsets registered to the base and to transfer an external call to an additional handset.

At a glance

BT Freelance XC 500 Base



Answer on/off
Switches the answering machine on and off.
Also allows you to select your outgoing message.

Page button
Press to page the handset.

Volume
Adjust the loudspeaker volume.

Play
Lets you play and pause your messages.

Charging light
Comes on to indicate charging when the handset is on the base.

Power/In Use light
Flashes when the handset is in use.

Skip forward
Lets you skip forward through your messages and memos.
Also allows you to set the answer delay.
Allows you to select your Answer Only outgoing message.

Stop
To stop message playback.

Skip backward
Lets you skip backwards through your messages and memos.
Also allows you to switch the audible message alert on or off.
Allows you to select your Answer and Record outgoing message.

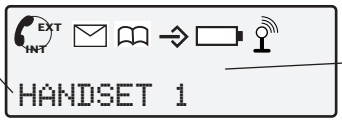
Delete
Deletes recorded messages and memos.

Freelance XC 500 ~ 1st Edition ~ 7th March '03 ~ 5165

Quick guide to the handset display icons

Handset 1

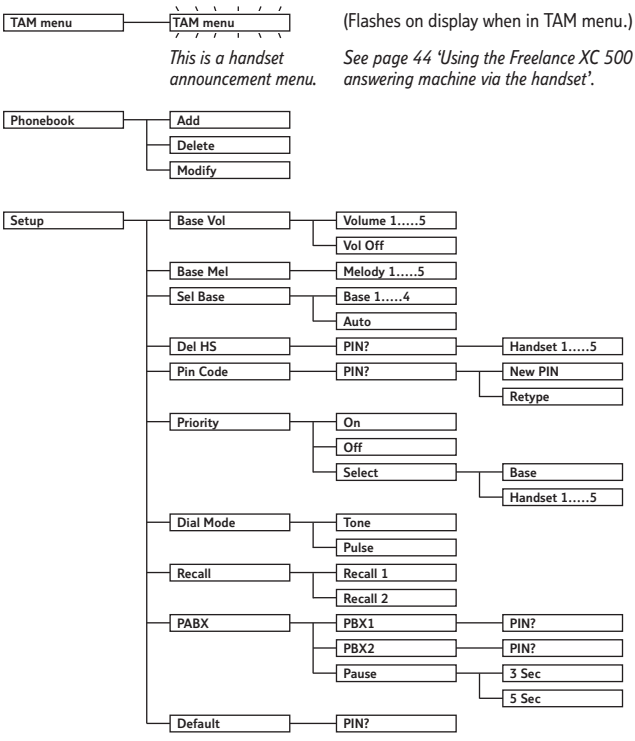
Displays the number of the handset at all times.



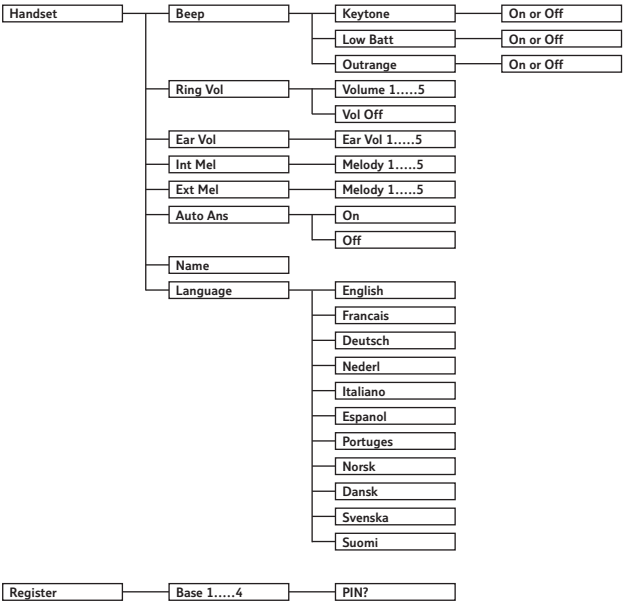
Idle screen

Icon	Steady	Flashing
EXT	External line in use	Incoming call
INT	Internal call	Internal call from another handset
	New call in Calls list	
EXT INT	3 way conversation in progress	
		Battery exhausted
	Battery weak	
	Battery half-full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base station	Out of range or searching for base station

Menu Structure



Cont.....



Important. *If you make a mistake you can return to the previous menu heading by pressing the* **DEL** *button. If you press and hold the* **DEL** *button at any time you will return to the idle screen. After 30 seconds if no buttons are pressed the handset will automatically return to the idle screen.*

In this guide

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Note

In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.

Introduction

Your Freelance XC 500 has been designed for ease of use and made to the high standards set by BT.

This user guide applies to both single and multiple handset systems.

Please read the instructions carefully before use and retain this user guide for future reference.

Unpacking your Freelance XC 500

If anything is missing, please contact your place of purchase immediately.

Freelance XC 500 base station

Freelance XC 500 handset

2 x AAA rechargeable batteries (NiMH)

Power supply for base station (Item code: 005391)

Telephone line cord

In addition:

If you have purchased the Freelance XC 500 Twin.

Freelance XC 500 handset
Freelance XC 500 charger
2 x AAA rechargeable batteries
Power supply for the charger
(Item code: 003313)

Note

If you have purchased one of the multiple handset packs the handsets come pre-registered.

For your records

Date of purchase:
Place of purchase:
Serial number: (On the underside of the base)

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your Base station PIN here:

See *page 27* for more information.

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The **power supply** item code for the base station is 005391. The **power supply** item code for the charger is: 003313 (only available if you have purchased the Freelance XC 500 Twin).

For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable batteries. Never use other batteries or conventional alkaline batteries. Recommended batteries should have a power rating of 550mAh 1.2V. Batteries are available from the Freelance XC 500 Helpline on **08706 058 047**.

Do not open the handset, base station or charger. This could expose you to high voltages or other risks. Contact the Freelance XC 500 Helpline for all repairs.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/ intensive care medical equipment.

It is recommended that if you have a pacemaker fitted, you check with a medical expert before using this product.

Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

Never dispose of the batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product.

Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Battery performance

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the Helpline on **08706 058 047**.

After charging your handset for the first time, subsequent charging time for the batteries is approximately 6-8 hours a day. Batteries and case may become warm during charging, this is normal.

Under ideal conditions, the handset batteries should give about 12 hours talktime or 150 hours standby on a single charge. (This does not mean you can unplug the base station or leave it for this length of time without charge.)

Please note, however, that new NiMH batteries do not reach full capacity until they have been in normal use for several days.

Setting up

Follow these steps to set up your Freelance XC 500 ready for use.

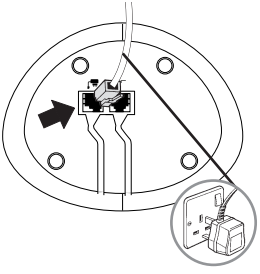
Plan the location

Situate your product close enough to the telephone and mains power supply so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

1 Connect the power supply cable

Plug the power supply cable into the power socket on your Freelance XC 500 base. The green Power/In Use light comes on.



2 Plug the power supply adaptor into the wall socket

Your Freelance XC 500 will announce the default settings of the answering machine. See page 16.

Note

The base station must be plugged into the mains power socket at all times.

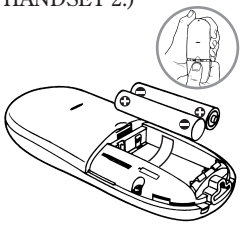
Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged. Answering the phone before the batteries are fully charged may prevent it from reaching its optimum capacity.

Warning

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

3 Insert the batteries

Insert the two batteries supplied, as indicated on the markings inside the battery compartment and slide the battery compartment shut.
The handset display will show HANDSET 1. This means one handset is registered to the base.
(If you have purchased the Freelance XC 500 Twin the additional handset will show HANDSET 2.)



4 Charge the handset batteries for at least 16 hours

Before you use your Freelance XC 500 for the first time it is important to have the handset batteries fully charged. Place the handset on the base.
You will hear a long beep. The red charging light on the base will come on and the battery. Leave the handset to charge continuously for at least 16 hours to reach full charge.

Note

The charging light will remain lit even when the batteries are fully charged.

Battery levels

Battery low warning

If the handset battery symbol is empty, you will hear a warning beep every 10 seconds, you will need to recharge your handset before you can use it.

Out of range warning

The symbol on your handset display indicates when you are in range of the base station. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base station.

Signal Strength

The Freelance XC 500 has a range of up to 300 metres outdoors and up to 50 metres indoors. This is in ideal conditions. The range will be reduced when there is no clear line of sight between the base and the handset. Thick stone walls can severely affect the range.

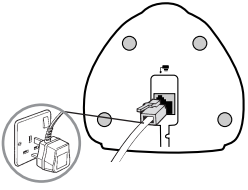
Helpline

If you are experiencing difficulty, please call the BT Freelance XC 500 Helpline on **08706 058 047**.

If you have purchased the Freelance XC 500 Twin, insert the batteries into your additional handsets as shown on page 13.

6 Connect and charge the Freelance XC 500 handsets

Plug the power supply cable with the red connector into the power socket on your Freelance XC 500 charger.

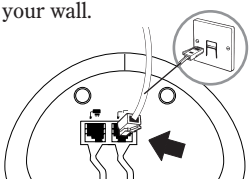


Plug the power supply adaptor into the wall socket.

Place the handset onto the charger. The red charging light will come on. Leave the handset to charge continuously for at least 16 hours to reach full charge.

7 Connect the telephone line cord to the base

Plug the telephone line cord into the line socket on your base and connect the other end to the telephone line socket on your wall.



8 To set the day and time

The message counter on the base unit will flash between 0 and C until the day and time are set.

The day and time must be set using the Freelance XC 500 handset.

Your Freelance XC 500 automatically adds the day and time to all messages and memos received.

When you first switch the power on, the clock is set to Sunday, 12.01pm.

You can change the day and time as required.

Menu ✓ Press the ✓ button twice on the Freelance XC 500 handset.

Note

The main menu announcements are automatically announced through the handset earpiece when the ✓ button is pressed twice.

0 Press the **0** button.
The prompt will announce, *"To set day and time press ✱, to hear day and time press #".*

(Please note that if you press the **#** button this allows you to check the day and time.)

✱ Press the **✱** button.
The prompt will announce, *"Please enter new day and time after the tone".*

After the tone enter the day, followed by the time using the 24 hour clock.

1 = Sun, 2 = Mon,
3 = Tues, 4 = Wed,
5 = Thur, 6 = Fri, 7 = Sat.

For example:

1 1415 = Sunday 2.15pm.

Or

5 0915 = Thursday 9.15am.

You will then hear your setting confirmed.

Press the **DEL** button twice to return the handset to standby.

Note

If you have any difficulties setting up your Freelance XC 500 please call the Helpline on **08706 058 047**.

Note

If the day and time is entered incorrectly, the prompt will announce, "Incorrect, please set again". Enter the correct setting within 15 seconds otherwise the handset will return to standby mode. If the day and time is entered incorrectly three times the handset will return to standby.

Please see the table below for your Freelance XC 500 default settings.

Freelance XC 500 Default Settings Table

Feature	Default Setting
Day/Time Stamp	Sunday 12:01 pm
Answer Delay	Your answering machine will answer after 6 rings
Audible Message Alert Tone	OFF
Outgoing Message	Answer and Record *"Hello your call cannot be taken at the moment so please leave your message after the tone."*
Answer Mode	ON
Base ringer level	High
Base loudspeaker volume	Level 5
PIN code	0000
Dialling mode	Tone

If you wish to personalise your answering machine settings, for example record your own outgoing message etc, please see *"Setting up and personalising your answering machine"* beginning on *page 32.*

The Freelance XC 500 answering machine will now be switched ON and set to its default settings and is now ready for use.

Using the telephone

To switch the handset on and off

Press *and hold* the **RECALL/ POWER** button to switch the handset off.

To switch the handset on, press *and hold* the **RECALL/ POWER** button again.

Making and receiving calls

To make an external call

Press the **TALK** button. You will hear the dial tone and the display will show the EXT symbol.

Enter the number you want.

Or

Preparatory dialling

Enter the number to be dialled.

The number is shown in the display.

(If you make a mistake, press the **DEL** button to remove the incorrect digit.)

When you have entered the number correctly, press the **TALK** button to dial the number.

To end a call

Press the **TALK** button or place the handset back on the base.

Call timer

Your handset will automatically time the duration of all external calls.

The handset display shows the call duration both during your call and for a few seconds after it is complete.

To receive a call

When the phone rings the display will show CALL and the EXT symbol will flash.

If you have subscribed to a Caller Display Service, the number (and name if stored in the phonebook) will be displayed.

Press the **TALK** button to answer the call.

Or

If the handset is on the base, simply lift it up and speak.

To adjust the earpiece volume

During a call:

You can adjust the earpiece volume. There are 5 levels to choose from.

Press the **UP** or **DOWN** button until you reach the required level.

In idle mode:

Press the ✓ button.

Press the **DOWN** button until HANDSET is displayed.

Press the ✓ button.

Press the **DOWN** button until EAR VOL is displayed.

Press the ✓ button.

Press the **UP** or **DOWN** button until you reach the required level.

Press the ✓ button to confirm the selected level.

Press *and hold* the **DEL** button to return to the idle screen.

Redial

You can redial up to 5 of the last numbers called. They are stored in the redial list. If you have stored a name to go with a number in the phonebook, the name will be displayed instead. *See "Name and number Phonebook", opposite.*

Redial

Press the **REDIAL** button to enter the redial list.

Use the **UP** or **DOWN** buttons to scroll through the redial list.

Press the **TALK** button when the number (or name) you want to call is displayed. The number is dialled automatically.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off

During a call, press the **DEL** button. The display will show MUTE. Your caller cannot hear you.

Press the **DEL** button again to resume your call.

Name and number Phonebook

You can store up to 50 (per handset) of your most frequently used names and numbers in the Phonebook. Stored numbers can be no longer than 20 digits.

To store a name and number in the Phonebook

Press the ✓ button to enter the menu.

Press the **DOWN** button until the display shows PHONEBK.

Press the ✓ button.

The display will show ADD, press the ✓ button.

The display shows NAME?

Enter the name using the letters on the keypad. Names can be no longer than 8 characters.

Entering names:

Use the keypad letters to enter names, e.g. if you wish to store the name TOM:

To enter the letter T, press the **8** button once.

To enter O, press the **6** button *three times* and wait for the cursor to move across.

To enter M, press the **6** button once.

If you enter a digit incorrectly, press the ✘ button to delete it.

Press ✔ to confirm the name. You will hear a confirmation beep.

The display shows NUMBER?

Enter the telephone number you want to store.

Press the ✔ button. You will hear a confirmation beep.

Alternatively, press the ✔ button to continue storing entries in the phonebook.

Press *and hold* the **DEL** button to return to the idle screen.

Note

Press the **1** *button once to insert a space, press twice for a - (hyphen), press 3 times for the number 1.*

To enter a pause in a stored number

You may want to enter a pause when storing international numbers, Charge card numbers or if you connect your telephone to a switchboard. (For more information on switchboard use *see page 59*.)

When storing the number, press *and hold* the **REDIAL** button, until a P is displayed, at the point where you want to enter the Pause.

You may enter as many pauses as required.

To dial a number from the Phonebook

Press the **PHONEBOOK** button to enter the phonebook.

Use the **UP** or **DOWN** button to find the entry you want.

Or

To search alphabetically, press the relevant keypad number, e.g. to find TOM, press the **8** button and scroll through the entries under T.

Press the **TALK** button to dial the number of the name displayed. The number is dialled automatically.

Note

You can scroll in either direction to search through the list.

To edit Phonebook names and numbers

Press the ✓ button to enter the menu.

Press the **DOWN** button.

The display will show PHONEBK, press the ✓ button.

Use the **DOWN** button to scroll to MODIFY and press the ✓ button.

Use the **UP** or **DOWN** button to find the name you want to edit.

Press the ✓ button.

Use the **DEL** button to delete unwanted letters. You can enter new letters as shown in *'Entering names'* on page 20.

Press ✓ to store the new name. You will hear a confirmation beep.

The number will be displayed. Edit the entry, using the **DEL** button to delete and by entering new numbers.

Press the ✓ button to store the new number. You will hear a confirmation beep.

Press *and hold* the **DEL** button to return to the idle screen.

To delete a Phonebook name and number

Press the ✓ button to enter the menu.

Press the **DOWN** button.

The display will show PHONEBK, press the ✓ button.

Use the **DOWN** button to scroll to DELETE and press the ✓ button.

Use the **UP** and **DOWN** buttons to scroll through to the entry you want to delete.

When you have found the name to delete, press the ✓ button.

The number will be displayed, press the ✓ button.

The display will show CONFIRM?, press the ✓ button.

You will hear a confirmation beep. The number is now deleted.

Press *and hold* the **DEL** button to return to the idle screen.

Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. (Paging calls cannot be answered by a handset,)

To page a handset from the base

Please remove the handset from the base unit (to access the **PAGE** button which is situated underneath the handset).

Press the **PAGE** button on the base.

The handset(s) will ring.

To end paging:

Press the **PAGE** button again.

Or

Press any button on the handset.

The display will show INT ○○○○ flashing.

Handset settings

To switch keypad beeps on and off

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

The display will show BEEP, press the ✓ button.

The display will show KEYTONE, press the ✓ button.

Use the **UP** or **DOWN** button to select either ON or OFF.

Press the ✓ button. You will hear a confirmation beep.

To adjust the handset ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to RING VOL and press the ✓ button.

You will hear the current volume setting and it will be shown on the display.

Use the **UP** or **DOWN** button to select the required volume (VOLUME 1-5 or VOL OFF). You will hear a sample ring.

Press the ✓ button to confirm the new setting. You will hear a confirmation tone.

To set the external or internal ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to either INT MEL or EXT MEL.

Press the ✓ button.

You will hear the current melody setting and it will be shown on the display.

Use the **UP** or **DOWN** button to select the required melody. You will hear a sample melody.

Press the ✓ button to confirm the new melody. You will hear a confirmation tone.

To switch auto-talk on/off

When the handset is on the base or the charging unit you can answer the call without pressing the **TALK** button.

Press the ✓ button.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to AUTO ANS.

Press the ✓ button.

Use the **UP** or **DOWN** button to turn auto-talk ON or OFF.

Press the ✓ button to confirm.

To name a handset

The handset name is pre-set as HANDSET 1, however, you can personalise each handset by giving it a name.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.

Use the **DOWN** button to scroll to NAME and press the ✓ button.

Press the **DEL** button to delete the name already set.

Enter the name you want using the keypad and press the ✓ button, correct any mistakes by pressing the **DEL** button.

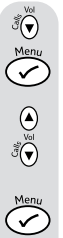
You will hear a confirmation beep.

To set the handset language

If you wish, you can change the language used on the handset display. You can choose from English, Francais, Deutsch, Nederl, Italiano, Espanol, Portuges, Norsk, Dansk, Svenska, Suomi.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to HANDSET and press the ✓ button.



Use the **DOWN** button to scroll to LANGUAGE and press the ✓ button.

Use the **UP** or **DOWN** button to scroll through the language options.

Press the ✓ button to confirm your choice. You will hear a confirmation beep.

Note

To default back to the English language follow:

Press the **MENU** button.

Press the **DOWN** button *three times*.

Press the **MENU** button.

Press the **UP** or **DOWN** button until ENGLISH is displayed.

Press the **MENU** button *twice*.

Base settings

To adjust the base ringer volume

There are 5 levels to choose from (**1-5**), or you can turn the ringer off altogether.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

The display will show BASE VOL. Press the ✓ button.

Use the **UP** or **DOWN** button to select the required volume (VOLUME 1-5 or VOL OFF). You will hear a sample ring.

Press the ✓ button to confirm the new setting. You will hear a confirmation beep.

To adjust the base ringer melody

There are 5 melodies to choose from (**1-5**)

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to BASE MEL and press the ✓ button.

Use the **UP** or **DOWN** button to select the required melody (MELODY 1-5). You will hear a sample melody.

Press the ✓ button to confirm the new setting. You will hear a confirmation beep.

To select a base station

If a handset is registered to more than one base station, you can select which base your handset will use.

For more information on registering your handset to another base, *see page 52*.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to SEL BASE and press the ✓ button.

Use the **UP** or **DOWN** button to select the base you want (BASE 1-4).

Press the ✓ button. You will hear a confirmation beep.

To change the base station PIN code

If you change the base station PIN, keep a record of the new number by writing it in the space provided on *page 9*.

You will need to use your base station PIN for registering handsets and for some other optional settings.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to PIN CODE and press the ✓ button.

The display will show PIN?

Enter your 4-digit PIN (original setting 0000).

Press the ✓ button.

The display will show NEW PIN. Enter your new 4-digit PIN.

Press the ✓ button.

The display will show RETYPE. Re-enter your new 4-digit PIN.

Press the ✓ button. You will hear a confirmation beep.

Press *and hold* the **DEL** button to return to the idle screen.

To reset the handset and base to their factory settings

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to DEFAULT and press the ✓ button.

The display will show PIN?

Enter the base PIN (original setting 0000)

Press the ✓ button.

You will hear a confirmation tone at the base and handset. The handset display will flash BASE 1 and then HANDSET 1.

Your Freelance XC 500 is now reset to the factory settings.

See page 16 for default settings on the answering machine.

This will reset:

Earpiece volume	3
Handset & Base ringer volume	3
Handset & Base melody	1
PIN code	0000
Handset name	HANDSET 1
Handset language	ENGLISH
Button beeps	ON
Battery low indicator beeps	ON
Out of range warning beeps	ON
Auto answer	ON
Dialling mode	DTMF
Pause after picking up line / dial-out code	3 seconds
Phonebook	Deleted
Redial list	Deleted
Calls list	Deleted

BT Caller Display

Note

To use Caller Display you must first subscribe to your network provider's Caller Display Service. A quarterly fee is payable.

For more information on BT's Calling Features, call BT free on **0800 800 150**.

Caller Display

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the time and date of their call.

If you have stored a name to go with the number in your handset phonebook, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers on the list and copy them into the phonebook.

Caller information not available

With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed.

In this case, your Freelance XC 500 provides you with some explanatory information about the type of call received. This will be one of the following.

UNAVAILA – The number is unavailable.

WITHHELD – The caller has withheld their number.

RINGBACK – Ringback call.

OPERATOR – The call has been made via the operator.

PAYPHONE – The caller is ringing from a payphone.

INTERNAT – International call.

Calls list

The Calls list contains the telephone numbers of your last 20 callers. New calls in the Calls list are indicated by the flashing ✉ symbol. If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

To enter the Calls list

Press the **DOWN** button to enter the Calls list. The ✉ symbol is displayed.

Use the **UP** or **DOWN** button to scroll backwards and forwards through the Calls list.

If the 'name' of your caller has been stored in the phonebook, this will be displayed. Press the ◢ button and the number will be displayed.

Press the ◢ button and the time of the call will be displayed.

Press the **DEL** button to go back to the Calls list.

To call back a number from the Calls list

Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number.

When the name or number is displayed, press the **TALK** button. The number will be dialled automatically.

To store a number from the Calls list into the Phonebook

Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number you want.

When the number you want to store is displayed press the ◢ button.

The display shows the date and time of the call.

Press the ◢ button again, the display shows ADD.

Press the ✓ button, the display shows NAME.

Press keypad buttons to enter name as described before under the *"Entering names"* section.

Note

If necessary, you can edit the entry, when the entry is correct, press the ✓ button. The number is now stored in the phonebook.

Once stored in the phonebook the name will be deleted from the Calls list.

Press the ✓ button. The name and number are now stored in the phonebook.

To delete a number from the Calls list

Press the **DOWN** button to enter the Calls list.

Use the **UP** or **DOWN** button to scroll to the number you want.

When the number you want to delete is displayed, press the ✓ button until DELETE is displayed. Press the ✓ button again.

The number is now deleted from the Calls list.

Note

If the number you want to delete is stored in the Phonebook only DELETE *will be displayed.*

To delete all numbers from the Calls list

Press the **DOWN** button to enter the Calls list.

Press the **DEL** button. The display will show DEL ALL.

Press the ✓ button. The display will show EMPTY for 2 seconds.

Setting up and personalising your answering machine

Your Freelance XC 500 can digitally record up to 12 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users. You can operate your Freelance XC 500 from:

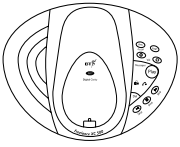
- The base unit.
- The handset.
- Remotely from any external *Touchtone*™ telephone.

Your Freelance XC 500 comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 15*.

Message display on the base station

The table below provides an explanation of what is shown on the base station display.



DISPLAY	DEFINITION
(Blank)	Power off.
C-0 **(flashing)**	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 **(flashing)**	10-59 messages. Indicating more than 9 messages stored.
— Alternating with 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A **(flashing)**	Handset menu and Remote access in progress.
E **(flashing)**	Error.
F **(flashing)**	Memory full.
P **(flashing)**	Message paused.
P-1: **Alternating between** P & 1	When selecting or playing **Answer & Record** outgoing message.
P-2: **Alternating between** P & 2	When selecting or playing **Answer Only** outgoing message.
r **(flashing)**	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

To switch the answering machine ON/OFF

Press *and release* the **ANSWER ON/OFF** button to switch ON or OFF.

If you hear *"Answer on, your outgoing message is...."* the answering machine is switched on and is ready to answer incoming calls and record any messages, unless **Answer Only** is selected.

Answer Only is an advisory announcement only, so that the machine will not record an incoming message.

See page 35 for a full explanation of the outgoing messages available.

The display on the base unit shows the number of messages stored in the memory.

If you hear *"Answer off"* the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is Off and H is the maximum level. The default level is 5.

Press **Vol +** on the base to increase the volume.

Press **Vol –** on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

Answer delay sets the number of times your Freelance XC 500 will ring before the answer machine picks up your call and starts playing the outgoing message. The default setting is for the answering machine to answer after 6 rings. You can change this setting to between 2-9 rings.

To change the answer delay setting

Press *and hold* the **SKIP►** button on the base unit until the current setting is announced, then release.

Press *and release* the **SKIP►** button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e 8, 9, Time Saver, *(see page 50)* 2, 3, 4, 5, 6, 7.

When you hear the setting you want, do not press the **SKIP►** button again. After a short delay your chosen setting will be announced.

To check the answer delay setting at the base station

Press *and release* the **SKIP►** button.

The current setting will be announced and also shown on the base unit display.

Audible Message alert

When new messages have been received, your Freelance XC 500 will beep every 10 seconds (when audible message is switched ON). The volume of the beep is at the volume you have set for the loudspeaker. The default setting is OFF.

To switch audible message alert ON or OFF

When the answering machine is set to ON and in the idle mode:

Press *and hold* the **◄SKIP** button on the base unit to change the setting. The prompt will announce *"Message alert on/off"* as appropriate.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. Your Freelance XC 500 comes with 2 pre-recorded outgoing messages to choose from as follows:

Answer and Record

Your Freelance XC 500 has a pre-set Answer and Record outgoing message that allows your caller to leave a message.

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

However, you can record your own Answer and Record outgoing message if you wish, see *'To record your own Answer and Record outgoing message', on next page.*

Answer Only

Your Freelance XC 500 will play a pre-recorded Answer Only outgoing message but will not allow your caller to leave a message.

"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

However, you can record your own Answer Only outgoing message if you wish, *see 'To record your own Answer Only outgoing message', page 37.*

Note

You can only record your own outgoing messages via the handset.

To record your own Answer and Record outgoing message

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to 3 minutes long. Your own outgoing message will replace the Answer and Record pre-recorded outgoing message, but it is possible to reinstate it later if you wish *(see page 40)*.

Pick up the handset.

Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

To record your own **Answer and Record** outgoing message, press the **3** button. The prompt will announce, *"Please speak after the tone. To end recording, press #"*.

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording ⊢ will flash on the base unit display).

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash ⊢ and after playing your message you will hear the menu once more.

Press *and hold* the **DEL** button to return the handset to standby.

To record your own Answer Only outgoing message

Note

When recording your own ***Answer Only*** *outgoing message, please remember not to invite your caller to leave a message as the* ***Answer Only*** *mode will not record incoming messages.*

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to a maximum recording capacity (12 minutes), but you should try to keep it short to allow time for recording memos, or incoming messages when using the alternative **Answer and Record** outgoing message. Your own outgoing message will replace the **Answer Only** pre-recorded outgoing message, but it is possible to reinstate it later if you wish *(see page 40)*.

Pick up the handset.

Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

To record your own **Answer Only** message, press the **4** button. The prompt will announce, *"Please speak after the tone. To end recording, press* ***#****"*.

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording r will flash on the base unit display).

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash P and after playing your message you will hear the menu once more.

Press *and hold* the **DEL** button to return the handset to standby.

To check or play your outgoing message via the base unit

You can check and play back your current outgoing message at any time via your Freelance XC 500 base unit.

Press the **ANSWER ON/OFF** button.

The prompt will announce either:

- *"Answer on, your outgoing message is..."* and play your currently selected outgoing message.

Or

- *"Answer off"*. If prompt is "Answer off", press the **ANSWER ON/OFF** button again and the prompt will announce the current outgoing message.

To check or play your outgoing message via the handset

Pick up the handset.

Press the ✓ button *twice*.

Press the **8** button.
The prompt will announce, *"To play outgoing message, press 2"*.

Press the **2** button. Your currently selected outgoing message will be played.

Press *and hold* the **DEL** button to return the handset to standby.

To select your outgoing messages via the base unit

Press *and hold* the **ANSWER ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Either

To set **Answer and Record**, press *and release* the ◀**Skip** button.

Or

To set **Answer Only**, press *and release* the **SKIP**▶ button.

Your chosen setting will be announced over the base speaker.

To select your Answer and Record outgoing message via the handset

Press the ✓ button *twice*.

Press the **8** button.

To select **Answer and Record** outgoing message, press the **5** button.

The prompt will announce, *"Your outgoing message is ....."* followed by .....

– To hear main menu, press **1**.

– To hear the outgoing message menu, press **8**.

Press *and hold* the **DEL** button to return the handset to standby.

To select your Answer Only outgoing message via the handset

Press the ✓ button twice.

Press the **8** button.

To select **Answer Only** outgoing message, press the **6** button.

The prompt will announce, *"Your outgoing message is ....."* followed by .....

– To hear main menu, press **1**.

– To hear the outgoing message menu, press **8**.

Press *and hold* the **DEL** button to return the handset to standby.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the base unit

You can delete your personalised outgoing message and return to your Freelance XC 500's pre-recorded outgoing message.

First select the outgoing message that you want to delete.

Whilst your outgoing message is playing press the **DELETE** button on the base unit.

The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message will be played.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the handset

Pick up the handset.

Press the ✓ button twice.

Press the **8** button.
The prompt will announce, *"To play outgoing message, press 2"*.

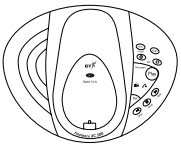
Press the **2** button. The selected outgoing message that you wish to replace will be played.

Press the **5** button to delete it.

Whilst your outgoing message is being played you will hear a confirmation beep, followed by the voice prompt announcing the default pre-recorded outgoing message.

Press *and hold* the **DEL** button to return the handset to standby.

Using the Freelance XC 500 answering machine via the base unit



To playback messages

Play

Press the **PLAY** button.

The prompt will announce, *"You have (n) messages"*.

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

To pause a message during playback

Play

While listening to the message, press the **PLAY** button.

The message will be paused. You will hear a beep every 10 seconds and the message display will show P flashing.

Play

Press the **PLAY** button again to resume playback.

Note

Press the **STOP** *button at any time during playback to stop messages playing.*

To skip forward and backward through messages (including fast playback)

During playback:

Press the **SKIP►** button to skip forwards to the next message.

If you press *and hold* the **SKIP►** button the current message will be played at 1½ times the speed (fast playback).

Press the **◄Skip** button to return to the start of the current message. Press again to return to the start of the previous message.

To delete an individual message

Press the red **DELETE** button on the base unit during message playback.

The prompt will announce, *"Message deleted"*.

The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display counts down from 8-0.

During the countdown press the red **DELETE** button and the prompt will announce, *"All messages deleted"*. At the end of the countdown there will be a confirmation tone.

To cancel deletion

Press the **STOP** button during the 8-0 countdown. All messages will be saved including any marked for deletion.

Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume on the base unit is set to an audible level, *see page 34*. Allow the incoming call to be answered by your Freelance XC 500 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call from the base unit

While listening to your caller leaving a message, via the base unit loudspeaker, you can decide to take the call by pressing the **TALK** button on the handset.

Or

If the handset is resting on the base unit and you decide to take the call, lift the handset and speak to the caller. Recording will stop automatically.

Using the Freelance XC 500 answering machine via the handset

You can use your Freelance XC 500 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Note

If you try to access the answering machine via the handset when the base unit is in use the handset display will flash TAM BUSY.

Accessing your messages from the handset

Use the table on *page 45* for instructions on which buttons to press to access the answering machine from the handset.

Menu

Press the ✓ button *twice*. The handset will beep and announce the main menu options.

The display will flash TAM MENU and the handset will beep.

2 ABC	To play **all** messages
3 DEF	To play **new** messages
4 GHI	To skip back during messages
5 JKL	To delete messages, memo, outgoing message
6 MNO	To skip forward during messages
7 PQRS	To record a new memo
8 TUV	To hear outgoing message menu
	2 ABC To play Outgoing Message, Press 2
	8 TUV To record **Answer and Record** Outgoing Message, Press 3
	4 GHI To record **Answer Only** Outgoing Message, Press 4
	5 JKL To select **Answer and Record** Outgoing Message, Press 5
	6 MNO To select **Answer Only** Outgoing Message, Press 6
	8 TUV To hear the Outgoing Message Menu again, Press 8
	1 To hear Main Menu again, Press 1
9 WXYZ	To set a new security code *(Please see Remote access, page 49)*
0	To set day and time
1	To hear main menu.

To playback messages

Pick up the handset.

Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

Press the **2** button to play all messages. The prompt will announce. *"You have (n) messages"*.

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

Press *and hold* the **DEL** button to return the handset to standby.

To play new messages

Pick up the handset.

Press the ✓ button *twice*. You will hear the main menu announcement from the handset earpiece.

Press the **3** button to play all new messages. The prompt will announce, *"You have (n) new messages"*.

Your new message(s) will be played back, starting with the first message received.

Press *and hold* the **DEL** button to return the handset to standby.

To skip back during message playback

Press the **4** button during message playback to skip back to the start of the current message. Press again to return to the start of the previous messages.

To skip forward during message playback

Press the **6** button during message playback to skip forward to the next message.

To delete individual messages during playback

Press the **5** button during message playback to delete an individual message. The prompt will announce, *"Message deleted"*.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press 5"*.

Press the **5** button. The prompt will announce, *"All messages deleted"*.

Memos

A personal memo can be recorded on your Freelance XC 500 and left as a message for another user. Memos can be of any length, up to the maximum recording capacity (12 minutes), but you should try to keep them short to allow time for recording incoming messages.

You cannot record a memo using the base unit.

To record a new memo

Press the ✓ button on the handset *twice*.

Press the **7** button.
The prompt will announce, *"Please speak after the tone. To end recording press square"*. Speak your memo into the handset. The display will show r flashing.

Press the **#** button to end recording.

Your memo is now stored and can be played back later. Memos are stored in the same way as incoming messages, and the message counter on the base unit will increase by 1.

Press *and hold* the **DEL** button to return the handset to standby.

Call screening/Call intercept

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume is set to an audible level, *see page 34*. Allow the incoming call to be answered by your Freelance XC 500 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call via the handset (when the handset is off the base unit)

When your Freelance XC 500 starts to record an incoming message, the IN USE light will flash. The display will show SCREEN?

Press the ✓ button. You can hear the caller on the handset.

Or

To interrupt recording and talk to your caller, press the **TALK** button. Recording is stopped.

Remote access

You can turn your Freelance XC 500 answering machine on and off and listen to your messages from any *Touchtone*™ telephone.
To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code

Press the ✓ button twice.

Press the **9** button.

To set a new security PIN code press ✱.

You will hear a beep, followed by, *"Please enter new security code after the tone"*.

Enter a 3-digit code of your choice.

The prompt will announce the new security PIN code.

To confirm your security code press **#**.

Press *and hold* the **DEL** button to return to standby.

Note

After 15 seconds the handset will automatically return to standby.

To switch your answering machine on remotely

If you go out and forget to turn your answering machine on you can switch it on remotely.

Dial your telephone number.

Let the phone ring for 20 rings until you hear your outgoing message.

Press the ✱ button.

Enter your security code.

Press the **7** button within 8 seconds. You will hear *"Answer On"* and your answering machine will now be switched on to answer incoming calls.

Note

If you have new messages they will be played after you have entered your security code.

To check for messages

Dial your phone number and wait.

When you hear your outgoing message, press the ✱ button on your phone. You will hear, *"Please enter your security code"*.

Enter your security code.

If you have new messages, you will hear, *"You have 'n' new messages"*.

Your messages will be played.

If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1"*.

You have 15 seconds to enter any other instructions before your Freelance XC 500 hangs up.

Note

If you enter your security PIN code incorrectly, after the second attempt, your Freelance XC 500 will announce: "Thank you for calling" and will then hang up.

Time saver

The Time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

Operating the answering machine

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The Remote access main menu

The main menu lets you operate a range of answering machine functions. Simply follow the instructions as announced:

2 *"To play all messages, press 2".*

3 *"To play new messages, press 3".*

4 *"To skip back during messages, press 4".*

5 *"To delete during messages, press 5".*

6 *"To skip forward during messages, press 6".*

7 *"To set answer on or off press 7".*

8 *"To hear the outgoing message menu, press 8".*

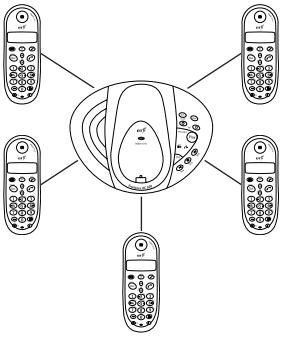
9 *"To set a new security code press 9".*

0 *"To set day and time press 0".*

1 *"To hear main menu again, press 1".*

Using additional handsets and bases

Up to 5 handsets can be registered and operated from any one Freelance XC 500 base. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to 4 bases.

Each additional handset you purchase must be registered with the base. (If you have purchased the Twin, this will already be pre-registered.)

Your handset supplied is pre-registered as Handset 1 to its base (**Base 1**).

Note

Remember to charge batteries of new handsets for at least 16 hours before use.

If the display shows NOT REG *and the* *symbol is flashing, your handset is not yet registered with the base.*

To register a handset to another base

At the base:

Press *and hold* the base **PAGE** button for at least 10 seconds, until you hear the validation tone (two beeps), then *release* the button.

At the handset:

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to REGISTER and press the ✓ button.

The display will show BS 1 2 3 4. (The numbers that are flashing indicate other bases that the handset is already registered to).

Enter the base number (**BS 1-4**) that you want to register the handset to.

Enter your 4-digit PIN (original factory setting 0000) and press the ✓ button.

The display will show SEARCH 1, 2, 3, 4 and the symbol will flash as the handset tries to locate the base. When the handset locates the base, the handset will be automatically selected and shown on the display.

Note

Your 4 digit PIN number is 0000 unless you have previously allocated a new PIN number as explained on page 49.

To de-register a handset from the base

Note

Handsets can only be de-registered via another handset.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to DEL HS and press the ✓ button.

The display will show PIN?

Enter your 4-digit PIN.

Press the ✓ button.

Use the **UP** or **DOWN** button to select the handset you want to de-register (HANDSET 1-5).

Press the ✓ button. Display shows CONFIRM?.

Press ✓. You will hear a confirmation beep.

Once de-registered, the handset will display NOT SUB.

Internal calls

If you have multiple handsets registered to the base you can make internal calls between handsets.

To make an internal call to another handset

Press the **INT** button.

Enter the number of the handset you wish to call, (**1-5**). The handset will be called.

To end the call, press the **TALK** button.

Transferring calls

You can transfer an external call to another handset registered to the base.

To transfer an external call between handsets

During an external call:

Press the **INT** button.

Enter the number of the handset that you want to transfer the call to (**1-5**).

Your caller will be put on hold.

When the internal handset is answered, (if you want to you can talk to the handset user first), press the **TALK** button. The call will be transferred.

If the call to the second handset is not answered you can revert/speak to the caller again by pressing the **INT** button.

Three-way conversation

You can talk to one external caller and another internal caller at the same time on your handset.

Please note that you can only use this feature with the Freelance XC 500 handsets.

During a call with an external caller:

Press the **INT** button. Your caller is put on hold and you hear a tone.

Enter the number of the handset you want to transfer the call to.

When the handset is answered, press *and hold* the **#** button for about 3 seconds. You can now start your three-way conversation. (If the internal handset user does not answer your call, press the **INT** button to return to your external caller).

Press the **TALK** button to end the call.

Note

When on a three-way call the call can only be cleared by the handset which set it up.

Press the # button to exit the call.

Handset Priority

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to PRIORITY and press the ✓ button.

Use the **DOWN** button to scroll to SELECT.

Press the ✓ button.

Use the **DOWN** button to display the option you want, either BASE or the handset number you require, eg HANDSET 3.

Press the ✓ button. The display shows RINGS followed by a number between 1 and 9.

Use the **DOWN** button to scroll to the number of rings you require.

Press the ✓ button. PRIORITY is displayed, denoting that handset priority is on.

Press the ✓ button to confirm. The display shows ON.

Help

Replacing the handset batteries

After a time, you may find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. *See page XX.*

No display appears

The batteries may be flat or dead. Recharge or replace the batteries. The handset may be switched off.

No dial tone

Is the telephone line cord plugged into the phone socket?

Check that:

- The base station is connected to the mains power and switched on.

You cannot link up with the base station

Is the display flashing ?

Check that:

- The mains power cable is connected at the base and switched on.
- You are in range of the base station.
- The batteries are not low or flat.
- You are connected to the correct base if you are using more than one base station. *See page 27.*

No ring on the handset

The ringer volume may be switched to off. To adjust the ringer volume on the handset. *See page 23.*

Check that:

- The base station is plugged into the phone socket.
- The base station is plugged into the mains power and switched on.

Buzzing noise on my radio, TV, computer or hearing aid

Sometimes, your Freelance XC 500 can interfere with other electrical equipment if it is placed too close.

It is recommended that you place your Freelance XC 500 at least one metre away from such appliances to avoid any risk of interference.

The charger does not appear to be working

Check that:

- The power adaptor is properly plugged into the charger.
- Your handset has slotted correctly into the charger.
- The batteries are correctly fitted into the handset.
- The base is plugged into a working socket and that the socket is switched on.
- You are using the correct power adaptor:
  Freelance XC 500 base station power supply – Item Code is: 005391.
  Freelance XC 500 charger power supply – Item Code is: 003313.

Cannot adjust an option in the base station

Is someone else making changes via another handset?

Have you pressed the ✓ button to confirm your selection?

If you are still experiencing difficulty, call the Freelance XC 500 Helpline on **08706 058 047**.

General information

Guarantee

Your Freelance XC 500 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Freelance XC 500, or any component thereof, (other than the batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover the batteries and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on *page 56*, or contact the Freelance XC 500 Helpline for assistance:

Helpline **08706 058 047**, 9am to 5.30pm Monday to Friday.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval

requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

Instructions for returning the product:

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Freelance XC 500 has a REN of 1. A total REN of 4 is allowed, if the total REN of 4 is exceeded, the telephones may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved base station power supply – Item code 005391.

Only use charger power supply – Item Code 003313.

Only use recommended NiMH batteries 2 x AAA, 550mAh 1.2V.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

Switchboard external line access code

You may need to enter an access code (e.g. **9**) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

Recall

To use the recall button

This is used when connected to certain switchboards and for some BT Calling Features or those services available via your network provider.

To set the dialling mode

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP and press the ✓ button.

Use the **DOWN** button to scroll to DIALMODE and press the ✓ button.

Use the **UP** or **DOWN** button to select either TONE or PULSE.

Press the ✓ button. You will hear a confirmation beep.

To automatically insert a pause after an access code

With some switchboards it may be helpful to dial a pause after entering the switchboard access code, e.g. 9, 11 etc. to enable you to get an outside line.

This feature automatically inserts a pause between the access code and the telephone number that you have entered in the Phonebook. However, for this feature to work you must still enter the access code at the front of the telephone number when storing in the Phonebook.

Press the ✓ button to enter the menu.

Use the **DOWN** button to scroll to SETUP.

Press the ✓ button.

Use the **DOWN** button to scroll to PABX.

Press the ✓ button.

Use the **DOWN** button to scroll to PBX 1.

Press the ✓ button. Display shows PIN?.

Enter PIN number.

Press the ✓ button.

Enter the access code.

Press the ✓ button.

You can also adjust the length of the pause to be inserted:

Press the ✓ button.

Use the **DOWN** button to scroll to SETUP.

Press the ✓ button.

Use the **DOWN** button to scroll to PABX.

Press the ✓ button.

Use the **DOWN** button to scroll to PAUSE.

Display shows 3 SEC.

Use the **DOWN** button to scroll to 5 SEC.

Press the ✓ button.
You will hear a confirmation tone.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance.

Hereby, Suncorp Technologies, declares that this BT Freelance XC 500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Freelance XC 500 is published on the web site:- http://www.suncorptech.com/bt

Offices worldwide

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